



## UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
 United States Patent and Trademark Office  
 Address: COMMISSIONER FOR PATENTS  
 P.O. Box 1450  
 Alexandria, Virginia 22313-1450  
 www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 7992

<b>SERIAL NUMBER</b> 10/645,438	<b>FILING OR 371(c) DATE</b> 08/21/2003 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2109	<b>ATTORNEY DOCKET NO.</b> 920673-94702
<b>APPLICANTS</b> Tony McCormack, Galway, IRELAND; Nithyaganesh Kirubalaratnam, Galway, IRELAND; Neil O'Connor, Galway, IRELAND;  <b>** CONTINUING DATA *****</b> <i>none RDT</i> <b>** FOREIGN APPLICATIONS *****</b>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 11/15/2003</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Verified and Acknowledged <i>RDT</i> Allowance <i>RDT</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> IRELAND	<b>SHEETS DRAWING</b> 5	<b>TOTAL CLAIMS</b> 16
			<b>INDEPENDENT CLAIMS</b> 9	
<b>ADDRESS</b> 23644				
<b>TITLE</b> Management of queues in contact centres				
<b>FILING FEE RECEIVED</b> 1254	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	